

## EX0-001<sup>Q&As</sup>

ITIL Foundation (syllabus 2011)

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**QUESTION 1**

The design of IT services requires the effective and efficient use of "the four Ps". What are these four Ps?

- A. People, process, partners, performance
- B. Performance, process, products, plans
- C. People, process, products, partners
- D. People, products, plans, partners

Correct Answer: C

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**QUESTION 2**

What are the three service provider business models?

- A. Internal service provider, outsourced 3rd party and off-shore party
- B. Internal service operations provider, external service operations provider, shared service unit
- C. Internal service provider, external service provider, outsourced 3rd party
- D. Internal service provider, external service provider, shared service unit

Correct Answer: D

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**QUESTION 3**

Which of the following BEST describes the purpose of access management?

- A. To provide a channel for users to request and receive standard services
- B. Provides the rights for users to be able to use a service or group of services
- C. To prevent problems and resulting Incidents from happening
- D. To detect security events and make sense of them

Correct Answer: B

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**QUESTION 4**

Which of the following are the two primary elements that create value for customers?

- A. Value on investment (VOI) and return on investment (ROI)
- B. Customer and user satisfaction

C. Service requirements and warranty

D. Resources and capabilities

Correct Answer: D

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## QUESTION 5

Which one of the following is the BEST description of a relationship in service asset and configuration management?

A. Describes the topography of the hardware

B. Describes how the configuration items (CIs) work together to deliver the services

C. Defines which software should be installed on a particular piece of hardware

D. Defines how version numbers should be used in a release

Correct Answer: B

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